



**MONTGOMERY COUNTY  
FIRE AND RESCUE SERVICE**

XX-XX

**Policy and Procedure**

Page 1 of 4

**Critical Illness and Injury**

XX/XX/2018

Issued by: Fire Chief Scott E. Goldstein

Policy Number: XX-XX

Authority: Montgomery County Code Section 21-3 (b)

Supersedes: DFRS Policy & Procedure #525 Critical Illness/Injury,  
dated 3/7/1994

Effective Date: December 14, 2018

**SECTION 1. Purpose:**

To define the required actions and notifications when MCFRS personnel who suffer critical work-related illnesses or injuries, or for OSHA-required notification as outlined in MCFRS Policy & Procedure #04-01 *Worker's Compensation Claims*, and non work-related critical illness/injury.

**SECTION 2. Applicability:**

This policy and procedure applies to all MCFRS personnel.

**SECTION 3. Background:**

This policy and procedure updates existing MCFRS/DFRS policy and supports MCFRS Policy & Procedure #04-01 Worker's Compensation Claims. DFRS Policy & Procedure #525 only applied to career personnel.

**Section 4. Definitions:**

- a. **Critical Illness/Injury**: An illness/injury sustained by MCFRS personnel that requires admission to a hospitalization and/or an extensive recuperation period. If the illness or injury is expected to be resolved in an Emergency Department or FROMS in under 3 hours it would not normally be considered a Critical Illness/Injury.
- b. **Family Liaison Officer**: A MCFRS member assigned and responsible for providing support to the family of a critically ill/injured personnel.

**Section 5. Policy:**

It is the policy of MCFRS to support the family or significant other of personnel who sustain a critical illness/injury.



## MONTGOMERY COUNTY FIRE AND RESCUE SERVICE

XX-XX

# Policy and Procedure

Page 2 of 4

## Critical Illness and Injury

XX/XX/2018

### Work-related Critical Illness/Injury:

- a. MCFRS will make resources available to meet the needs of the family or significant others of personnel who sustain a work-related critical illness/injury.
- b. The Fire Chief, Division Chiefs, Duty Operations Chief or Section Chief, Health & Wellness Chief, affected Battalion Chief, Safety Officer, LFRD Chief and/or President, and affiliated bargaining unit representative must be immediately notified when personnel sustain a critical work-related illness/injury.
- c. A MCFRS Family Liaison Officer shall be appointed and assigned to the family or significant other of personnel sustaining a critical illness/injury.
- d. A Department designee will notify the family or significant other of the individual sustaining a work-related critical illness/injury if the involved individual is unable to.
- e. All personnel are responsible to maintain current emergency notification information in the designated staff database. This information must be updated immediately upon any changes and reviewed annually for accuracy.

### Non-Work Related Critical Illness/Injury:

- a. MCFRS will offer assistance to the family or significant other of personnel who sustain a critical non-work-related illness/injury.
- b. The Fire Chief, Division Chiefs, Duty Operations Chief or Section Chief, Health & Wellness Chief, affected Battalion Chief, Safety Officer, LFRD Chief and/or President, and affiliated bargaining unit representative must be immediately notified upon learning that personnel have sustained a critical non-work-related illness/injury.

### **Section 6. Responsibility:**

All MCFRS personnel must immediately notify their supervisor when they, or someone they supervise, sustains a critical work-related illness/injury.

All MCFRS personnel must maintain up-to-date next of kin information in the designated staff database.

### **Section 7. Procedure:**

#### Work-related Critical Illness/Injury:

- a. All Personnel must follow procedures as outlined in MCFRS Policy & Procedure 04-01 *Worker's Compensation Claims*.



**MONTGOMERY COUNTY  
FIRE AND RESCUE SERVICE**

XX-XX

**Policy and Procedure**

Page 3 of 4

**Critical Illness and Injury**

XX/XX/2018

- b. The Duty Operations Chief, upon being notified of the work-related critical illness/injury, must notify the Fire Chief, Division Chiefs, Duty Operations Chiefs, Health & Wellness Chief, affected Battalion Chief, appropriate Chief Officer, Safety Officer, LFRD representative, and affiliated bargaining unit representative.
- c. When possible, the critically ill/injured personnel should make their own emergency notifications to family or significant other. If this is not possible, the personnel's supervisor or appropriate Chief Officer will contact the members' family or significant other.
- d. The Duty Operations Chief or designee will dispatch personnel to pick up the critically ill/injured personnel's family or significant other for transport to the treating medical facility when appropriate.
- e. The Duty Operations Chief will ensure appropriate MCFRS personnel are sent to the treating medical facility to gather information, coordinate assistance to the family or significant other and provide updates as to the personnel's condition for dissemination to the appropriate staff.
- f. The Fire Chief or his/her designee, or LFRD Chief as appropriate, will appoint a Family Liaison Officer.
- g. The Family Liaison Officer will report to the medical facility, meet with the family or significant other and coordinate the following assistance:
  - 1. Transportation to and from the medical facility for the family or significant other during the individual's stay;
  - 2. Child care for dependent children as needed;
  - 3. Meals for family or significant others as needed;
  - 4. Other transportation needs;
  - 5. Quality of care assurance;
  - 6. Special transportation need (i.e., during physical therapy, etc.);
  - 7. Household maintenance assistance (i.e., lawn maintenance, etc.);
  - 8. Processing of insurance claims, Worker's Compensation, County Claims, etc.;
  - 9. Providing updates as required.
- h. The MCFRS Behavioral Health component will provide support to the ill/injured member and family as required.

**Section 8. Cancellation:**

This policy cancels and supersedes DFRS Policy and Procedure #525, Critical Illness/Injury Guide, dated 3/7/94.



**MONTGOMERY COUNTY  
FIRE AND RESCUE SERVICE**

XX-XX

**Policy and Procedure**

Page 4 of 4

**Critical Illness and Injury**

XX/XX/2018

**SECTION 9. Attachments:**

None

**Approved:**

\_\_\_\_\_  
Fire Chief

\_\_\_\_\_  
Date